

ABSTRACT OF THE DISCLOSURE

A management system is provided for managing operations of a plurality of customer service devices by utilizing an administrative system, a maintenance system and a management device, the devices and systems being connected to each other through a network. The management device includes an information registering unit registering management information about the customer service devices supplied from the administrative system; an action creating/registering unit creating a plurality of actions to operate the customer service devices, and registering the plurality of actions, based on the management information, each action corresponding to each condition of the customer service devices; and an action selecting/executing unit selecting an action in accordance with condition information corresponding to a condition of the customer service devices, and taking the action with respect to the customer service devices, the condition information being supplied from the administrative system and the maintenance system. Accordingly, a part of customer-service-device management that needs human operations may be omitted, thereby achieving accurate information transmission, a decrease in a loss time, and a cost reduction.